

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	§	
James Longbottom et al.	§	
	§	
Serial No.: 09/668,785	§	
	§	Group Art Unit: 3627
Confirmation No.: 2355	§	
	§	
Filed: September 22, 2000	§	Examiner: Vanel Frenel
	§	
For: METHODS AND APPARATUS	§	
FOR INTERACTIVE	§	
COMMUNICATION WITH	§	
SERVICE AND SUPPORT	§	
PERSONS	§	

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

The Applicants, and the Attorney who signs below on the basis of the information supplied by the inventor and the information in his file, submit herewith patents, publications, or other information of which they are aware, which may be material to the examination of this application and in respect of which there may be a duty to disclose in accordance with 37 CFR § 1.56.

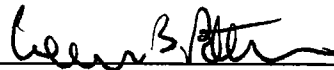
While the information submitted in this Supplemental Information Disclosure Statement may be material pursuant to 37 CFR § 1.56, it is not intended to constitute an admission that any patent, publication, or other information referred to therein is prior art for this invention unless specifically designated as such.

In accordance with 37 CFR § 1.97, this Supplemental Information Disclosure Statement is not to be construed as a representation that a search has been made or that no other possibly material information as defined under 37 CFR § 1.56(a) exists.

The patents and/or publications submitted herewith are set forth on the attached Form PTO-SB08a and SB08b. Copies of the US references are not being submitted.

The Commissioner is hereby authorized to charge, or to credit any overpayment, to counsel's Deposit Account No. 20-0782/WEAT/0042/WBP, for any additional fees necessary to make this submission timely and acceptable to the Office.

Respectfully submitted,



William B. Patterson
Registration No. 34,102
PATTERSON & SHERIDAN, L.L.P.
3040 Post Oak Blvd. Suite 1500
Houston, TX 77056
Telephone: (713) 623-4844
Facsimile: (713) 623-4846
Attorney for Applicant(s)